



The Gateway Videotex Guide

How to use Gateway Videotex with your Commodore 64

The GatewaySM Videotex Guide

How to Access and Use Gateway Videotex with Your Commodore 64

Gateway Videotex Operating Hours: 6 a.m. to 1 a.m. daily, Pacific Time.

Service Schedule: Gateway's database is serviced the third Monday of every month from 8 a.m. to 1 p.m.; viewers cannot access Gateway during these hours.

Customer Service Hotline: Problems, questions, or suggestions about Gateway can be directed to our customer service staff at (714) 540-2733 or their Gateway electronic mailbox T00109. Customer service hours are 9 a.m. to 8 p.m. Monday through Friday and 9 a.m. to 5 p.m. Saturday. Messages may be left with a recording device after office hours.

Extra charges apply for the use of some Gateway services, depending on the time of day and day of week. Prime-time usage rates for these services (noted as such on the database) apply from 6 a.m. to 6 p.m. Monday through Friday. Nonprime-time usage rates apply from 6 p.m. through 1 a.m. weekdays and 6 a.m. to 1 a.m. Saturdays, Sundays, and holidays. The latter include New Year's Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

TABLE OF CONTENTS

<u>Introduction</u>	0.5
-------------------------------	-----

Chapter One. Getting Started: Accessing Gateway

Section 1. Introduction.	1.1
Section 2. Hardware Requirements	1.2
Section 3. Loading the Program	1.2
Section 4. Connecting to Gateway	1.4
Section 5. Keyboard Functions.	1.5
Section 6. Other VTX64 Functions	1.7

Chapter Two. Getting Around: How to Operate Within Gateway's Database

Section 1. Introduction.	2.1
Section 2. Function Keys	2.3
Section 3. Sophisticated Navigation.	2.5
Section 4. Edit Keys	2.9
Section 5. Numbers in Brackets	2.9

Chapter Three. How Tos, Tips, and Instructions: Gateway's Special Features Made Easy

Section 1. Introduction.	3.1
Section 2. Lifestyle	
Encyclopedia	3.1
Section 3. Entertainment	
A. TV Listings.	3.2
B. Movies Now Showing	3.5
Section 4. The Mart	
A. Ordering through Gateway	3.6
B. Ticketron.	3.7

Section 5. Your Desk	
A. Mailbox and Files	3.10
B. Subscriber Directory	3.13
C. Personal Calendar.	3.14
D. Messaging Commands	3.16
Section 6. Banking and Investing	
A. Banking.	3.18
B. Stocks	3.19
C. Personal Stock Portfolio	3.22
D. Calculators.	3.25
Section 7. System-wide Instructions	
A. Changing Your Password	3.27
B. Marking Your Place	3.27
C. Telling the Time	3.28

<u>Chapter Four.</u> Troubleshooting and Error Messages	4.1
--	-----

<u>Appendix A.</u> VTX64 Editing Functions	A.1
--	-----

Information in this guide is current as of date of publication and is subject to change. Gatewaysm is a service mark applicable to the services provided by Gateway Southern California, an affiliate of Times Mirror Videotex Services.

© 1985 Gateway Southern California
3100 South Harbor Boulevard, Santa Ana, California 92704
(714) 540-2515

WELCOME TO THE WORLD OF GATEWAY

The world of Gateway Videotex is a truly exciting one. Our subscribers are able to tap a huge reservoir of information and services, all from the privacy and convenience and immediacy of their own personal computers.

Whether you're checking the morning's NYSE stock prices; combing through Grolier's extensive 28,500-entry encyclopedia, which is updated every three months; dialing up your home banking checking account to pay your gas bill; checking the roster, times, and reviews of movies playing near your home; chatting with other subscribers via our electronic mail and bulletin boards; or calculating the depreciation rate of new business equipment you recently purchased, you'll find all of Gateway's features simple to use and enjoy.

The chapters that follow will first help instruct you in setting up Gateway Videotex with your personal computer or terminal. Later chapters explain how our vast database is organized as well as how one uses some of the more involved services. The final chapter deals with working through problems.

We know that you're going to love using Gateway. We suggest that you take some time to peruse the Gateway Videotex Directory to better learn about the extent and the location of the information available to you as a subscriber. And if you have trouble with a particular function or feature, please don't hesitate to call our customer service department at (714) 540-2733 with your questions. We're eager to make your sojourn in the world of Gateway a wonderful one!

Section 1. Introduction

VTX64 Version 2.2 is a software program developed by Manitoba Telephone Systems of Winnipeg, Canada. It allows your Commodore 64 computer to work as a NAPLPS videotex terminal to access the GatewaySM Videotex service. In addition to your Commodore 64 and the VTX64 program diskette, you will need the specific hardware components listed in the following pages.

VTX64 can decode and execute a large portion of the text and graphics functions prescribed by the NAPLPS Standard and Service Reference Model for videotex. However, certain limitations inherent to the Commodore 64 hardware architecture may cause some database pages to be displayed with less accuracy than on a full NAPLPS terminal.

The VTX64 program has a printing capability that may be used to obtain a hard copy output of the video screen display. It also allows you to save Gateway pages on your own diskette and recall them later for off-line viewing.

VTX64 software is copyrighted, with all rights reserved by Manitoba Telephone Systems.

Section 2. Hardware Requirements

The minimum hardware required to run VTX64 and access Gateway Videotex on your Commodore 64 computer is:

- A Commodore 1541 disk drive
- A color video display unit (Commodore color color monitor or color TV set)
- A 1200 bps, Bell 212A compatible modem or a 300 bps, Bell 103 compatible modem
- A VIC-1011A communications interface adapter

Note: If your modem is plug-compatible with the Commodore 64, the communications interface adapter is not needed.

Although Gateway Videotex provides dial-up access ports for 300 bps as well as 1200 bps operation, you should be aware that the 1200 bps mode results in far more satisfactory screen build time for NAPLPS graphics. It is strongly recommended that you use the 1200 bps option if at all possible.

Printers that may be used with the VTX64 printing feature are:

- Commodore 1525E
- Commodore MPS801
- Commodore MPS803
- Any printer equivalent to the above types

Section 3. Loading the Program

1. Consult your appropriate user manuals to ensure that all equipment, including the modem, is properly connected.
2. Turn power on to all equipment.
3. When the "READY" prompt appears on your screen, insert the VTX64 diskette into the disk drive. Type

LOAD"VTX64",8,1 and press RETURN. This will initiate lading of the program. (The loading time will be significantly reduced if you use a FASTLOAD cartridge with your Commodore 64.)

4. When the VTX64 front page appears on the screen, press the RETURN key.

5. The screen will display "Dial Gateway now." At this point, you may wish to review certain VTX64 software parameters that must be set for proper communication with Gateway.

Hold down the Commodore key (C=) and type C. The COMMUNICATION SETUP page will appear, showing the various options from which you may select in four different categories:

BAUD RATE	(Gateway supports 300 or 1200 baud)
PARITY	(Gateway requires ODD parity)
SESSION	(Gateway requires AT&T+ session)
MODE	(Gateway requires ASCII mode)

Depending on the modem speed you wish to use, follow the instructions in a. or b. below.

a. 300 Baud

If you wish to use a 300 baud modem, you must first change the active baud rate setting on the setup page. Just type A and observe that the box moves from the 1200 to the 300 baud setting. Now hold down the Commodore key (C=) and type C. When the screen displays "ascii ready" you can dial the Gateway host computer as explained in the next section.

b. 1200 Baud

If you wish to use a 1200 bps modem, you will see that the VTX64 communications parameters are already set up for you. To proceed, hold down the Commodore key (C=) and type C. When the screen displays "ascii ready" you

can dial the Gateway host computer as explained in the next section.

The next time you access Gateway (with a 1200 baud modem), you can bypass the review of the communications parameters. When the screen displays "Dial Gateway now" you can immediately begin the dial-up procedure.

Section 4. Connecting to Gateway

The Gateway Videotex access phone number for your particular telephone calling area is included in the software package along with your Gateway user ID and password. Have these three numbers on hand when you dial the Gateway host computer.

VTX64 does not support autodialing, and neither can it coexist with other terminal emulator programs that may otherwise perform this function. Depending upon the type of modem you use, you may have to dial the Gateway database number manually through a standard telephone connected to your modem or through the Commodore keyboard. Consult your modem handbook for the specific dialing and connecting procedure applicable. Some types of Commodore plug-compatible modems that do not have a manual talk-to-data switch may connect if you hold down the Commodore key (C=) and type "Z" when the Gateway modem answer tone comes up on the line.

Once you have established a data link with the Gateway host, you are ready to log on to the service.

1. The first Gateway page you see on the screen will display "ENTER USER ID." Type your ID number and press RETURN.

2. The next Gateway page will display "ENTER PASSWORD." Type your password and press RETURN.

Note: For security your password will not display on the screen when you type it.

3. When your user ID and password have been received correctly by the Gateway host, you will be logged on to the Gateway database.

4. Follow the instructions in the chapters that follow to learn how to navigate through the Gateway database. When you want to end your Gateway session, the function key f3 on your Commodore keyboard can be used to signal the host computer that you wish to terminate the session. Therefore, you should avoid striking the f3 key until you are really ready to end your session.

Section 5. Keyboard Functions

Gateway Function Keys

During the process of connecting to Gateway, the Gateway host computer will download information to VTX64 which turns the function keys f1 through f8 on your Commodore keyboard into special Gateway function keys.

The Gateway functions for keys f1 through f8 are:

f1 - HELP	f5 - MAIN INDEX
f2 - GOLD	f6 - INDEX (^)
f3 - BYE (sign off)	f7 - BROWSE (>>)
f4 - BACK (<)	f8 - MORE (>)

See Chapter Two for an explanation of how these function keys allow you to move through the Gateway database.

The Enter Function and the SEND, RETURN, and NEXT Keys

Gateway instructions frequently ask you to "enter" something you've typed. This is handled differently on different personal computers. To enter something on your Commodore 64 keyboard, type your message and press the RETURN key.

If Gateway asks you to press the SEND key, the function is the same as if you were entering a command or phrase. On the Commodore 64, type your message and press RETURN.

And when you are asked to press the RETURN key, on the Commodore 64 you should hold down the SHIFT key and press RETURN.

You will also see instructions to press the NEXT key. On your Commodore 64 keyboard, the ← key in the upper left-hand corner serves as the NEXT key.

When Gateway Says

ENTER or SEND
RETURN
NEXT

On Your Commodore 64 Use

Type and RETURN
Shift and RETURN
←

Special Editing Keys

Some Gateway pages use a feature called "unprotected fields." Unprotected fields are rectangular areas on the display screen into which you may type and edit data for services such as electronic mail, ordering, calculators, etc.

The Gateway host computer always determines which areas of the screen are unprotected and where the cursor is initially positioned. However, as soon as the page is displayed, you can assume local control of the entry and editing of data in unprotected fields. The editing functions available for this purpose are described in Appendix A.

Section 6. Other VTX64 Functions

Suppress Graphics

This feature may be used to improve the readability of pages on which text and graphics blend.

To activate it, hold down the Commodore key (C=) and type K. From now on, only the text portion of any page requested from Gateway will be visible on the screen. The text appears in white on a black background.

To return to normal color/graphics display, hold down the Commodore key (C=) and type K again.

Printing

With an appropriate printer attached to your Commodore 64 computer, VTX64 can provide a printout of the page being displayed on the screen. The printout is a grey-scale representation of the color image on the screen. Two sizes of printout are available:

1. To obtain a normal size (approximately 8 by 11 inches) printout, hold down the Commodore key (C=) and type the letter G.
2. To obtain a compact size (approximately 3 by 4 inches) printout, hold down the Commodore key (C=) and type the letter T.

Use the compact format when printing time is of importance.

If you wish to print only the text in a page, activate the "suppress graphics" feature before requesting the page from Gateway.

When the printout is completed and the "naplps ready" message appears on the screen, you may resume regular

database accessing. If you wish to terminate printing before your printout is completed, press the SPACE bar.

Saving Pages

This feature will allow you to save Gateway pages on your own diskette as they are displayed on the screen. You can later recall such pages from the diskette for off-line viewing.

Save a Page on a Diskette

1. Insert a formatted diskette into the disk drive. Make sure that it does not have a write-protect tab installed.
2. Hold the SHIFT key down and press the CLR/HOME key.
3. Request the page you want to save. You can do this by repeating the current page (type a quotation mark and press RETURN), or by entering a Gateway keyword or page name.
4. When the page has finished building on the screen, hold down the Commodore key (C=) and type S.
5. When prompted, type in a page name of your choice and press the RETURN key. If you want the new page to replace an existing page on the diskette, type the prefix code @: before the old page name.

Recall a Page from a Diskette for Off-line Viewing

1. Insert the diskette containing the saved page into the disk drive.
2. Hold down the Commodore key (C=) and type L.
3. Type in the page name when prompted and press the RETURN key. (The special page name \$ will give you a directory listing of your saved pages.)

Delete a Saved Page from a Diskette

1. Insert the diskette containing the saved page into the disk drive. Make sure that it does not have a write-protect tab installed.
2. Hold down the Commodore key (C=) and type D.
3. Type in the page name when prompted and press the RETURN key.
4. Wait for the "naplps ready" message to appear on the screen before proceeding.

Chapter Two

GETTING AROUND: HOW TO OPERATE WITHIN GATEWAY'S DATABASE

Section 1. Introduction

Now that you've logged on to Gateway's database, you'll want to explore our vast variety of information and services. After a while, you'll probably find certain favorite features that you turn to again and again; even so, we encourage you to take the time to peruse the other sections from time to time. One of the terrific things about videotex is that it is constantly changing and improving. You won't want to miss all of the exciting new things that we will be adding.

Our database grows in tree structure. Gateway's subjects and features are organized in a very specific fashion. Starting with several broad subjects, each branches out into more specific topics. These topics then offer an even more detailed index of choices. We call the spreading subject branches "trees," and as you travel through Gateway's indexes, you climb from the main trunk to increasingly outer branches of information.

To move from branch to branch, simply enter* the index number next to the choice in which you're interested. Gateway's computer noses over to the topic branch you chose and displays it on your screen. You may then choose another, more specific topic (enter its number) and so on until you reach the section you seek.

*See chapter one for a definition of enter and NEXT on your personal computer.

For instance, if you want to go to our Movie Reviews feature, you travel by way of the Entertainment index, then the Movies index, and then the Reviews category. (If you'd like to see a complete charting of our topic trees, take a look at the first main section of the Gateway Videotex Directory.)

The keyword express lane. Almost all of our various videotex features and topics have been given nicknames--we call them keywords. You'll see that they are displayed in capital letters in the bottom corner of your Gateway screen. In Gateway literature such as this guide, we note keywords by placing them in capital letters and/or brackets, i.e., [KEYWORDS]. Once you've discovered a favorite section, you can travel very quickly to it simply by typing in its keyword. Your typed version of the keyword will also appear at the bottom of your screen. Gateway uses the keyword to whisk you through all of the tree indexes and plop you smack at the beginning of your desired section.

As an example, let's say that you want to look at the New York Stock Exchange prices for the morning. If you traveled through the database via the tree structure, you'd choose Banking and Investing, then the Stocks section, then Most Active Stocks, and finally a NYSE index selection. But if you wanted to expedite your journey, you could simply type in the keyword ACTIVE from almost any place in the database, including the opening Hello page. Gateway will take you immediately to the index offering you NYSE stock prices. (Note: the Gateway Videotex Directory contains a complete list of our permanent keywords. For updates, check the Keyword Directory in the database [KEYWORDS] or our regular roster of new keywords [NEW KEYWORDS].)

Turning the pages of our videotex magazine. One moves through videotex much as one would read through a magazine. However, instead of flipping from page to page, one moves from screen to screen of information.

Because the similarity is so strong, we frequently

refer to a single screen of information on Gateway as a "page."

Section 2. Know the Function Keys for Maximum Benefit

The function keys (F1 - F8) are central to your navigation and use of the Gateway system. We suggest that you take the time to become familiar with all of them right away. They'll make your sessions on Gateway much easier and more enjoyable.

The HELP Key (F1)

If you're stuck in a particular feature, you can press the HELP key for brief instructions and explanations that may clarify things for you. Help instructions range from basic tips to more in-depth advice and, within certain special topics, are specific to that feature.

The GOLD Key (F2)

The GOLD key usually takes you to Gateway's opening Hello page. As you're viewing a feature, if you find that the color of a page looks wrong or that certain elements are missing, you may be able to clear up the problem by pressing the GOLD key. Once you've done so, you can then press the BACK (F4) key to immediately return to the section you were viewing.

Some special Gateway features use the GOLD key for different, specific functions. While viewing these features, you cannot use the GOLD key to go the Hello page.

The BYE Key (F3)

When you wish to end your session on Gateway, press the BYE key to exit the system. Once you have done this,

you will need to redial the phone number and log on with your ID number and password again if you wish to go back into Gateway.

The BACK Key (F4 or <)

Using BACK is like retracing your steps. It takes you to the last page you viewed, whether it's part of the index you're using or part of another feature entirely. If you press BACK again, Gateway will take you to the page you viewed before the last, and so on, up to nine pages back.

The MAIN Key (F5)

No matter where you are on Gateway, pressing the MAIN key will take you directly to the Main index. This is useful if you're stalled or "frozen" in an interactive function, such as ordering, where exiting is sometimes difficult, or if you're just a little bit lost in your travels.

The INDEX Key (F6 or ^)

When you press the INDEX key, you travel back to the index level from which you chose the feature you're currently viewing. Even if you used a keyword to get to a particular feature, the INDEX key takes you to the index above that specific feature.

The BROWSE Key (F7 or >>)

BROWSE moves you from any page within a feature to the first page of the next feature on the index, without returning to the index. If pressed from the last feature on the index, BROWSE will take you back up to that index. When you see the double forward arrow (>>) in the bottom right corner of a page, you are being told that you've reached the last page in that feature.

The MORE Key (F8 or >)

If you are viewing a page that has a single forward arrow (>) in the bottom right corner, pressing the MORE key is like turning the page to the next screen in that feature.

When you have reached the end of the feature and find the double forward arrow at the bottom of the page, pressing MORE will bring you to the first page of the next index choice.

Section 3. Tips for Sophisticated Navigation

Once you've mastered the basic uses of function keys on Gateway, you may want to learn to use more sophisticated commands. These will help you navigate our sea of information even more expertly.

On your keyboard, you'll see forward and backward arrow keys apart from the function keys. You can use these arrow keys to parrot the same movements as the function keys by simply entering the particular arrow that appears on the function key. For instance, to browse without using the F7 key, enter the other forward arrow key twice. This can be very helpful if your function keys are not working for some reason.

The following illustration and commands explain how these arrow keys can be used for other navigation as well.

Move Ahead N pages with Forward Arrow (>N)

To advance a given number of pages (n), enter a forward arrow and n (i.e., the number of pages). For instance, if you want to move four pages ahead in a specific section, enter a forward arrow and a four.

Move Backward N Pages with Back Arrow (<N)

Similarly, to move backward a given number of pages (n), enter a back arrow and n (the number of pages). Gateway will retrace your steps by the number of screens you request. To illustrate, enter a back arrow and the number six. You'll move backwards to the sixth screen you previously viewed.

Browse Ahead with Double Forward Arrow (>>N)

On your function keys, a double forward arrow or the F7 stands for the browse function, where one moves from one index selection to the first page of the following index selection. It's like moving from tree branch to tree branch, all at the same level or height. And when you reach the end of that tree, you automatically return to the index level above.

Pressing the other forward arrow key twice and then a given number tells Gateway that you want to browse ahead by n number of indexes.

Browse Back with Double Backward Arrow (<<)

Pressing the backward arrow key twice followed by a certain numeral is similar to browsing ahead n indexes, only moving backward instead.

Move Up the Indexes with Up Arrow/N (^ N)

To move up a given number of indexes, enter an upward arrow, followed by the number of indexes you want to travel.

Travel by Page Number with F and 8

If you have a favorite section or feature that does not have a specific keyword assigned to it, you can learn its database page number/code with the F and 8 function. Simply find the page you like and enter the letter F and the number 8. Gateway will show you a

code of numbers and/or letters in the top right-hand corner of your page. You may wish to make a note of these page numbers and return to their sections in the future with greater speed.

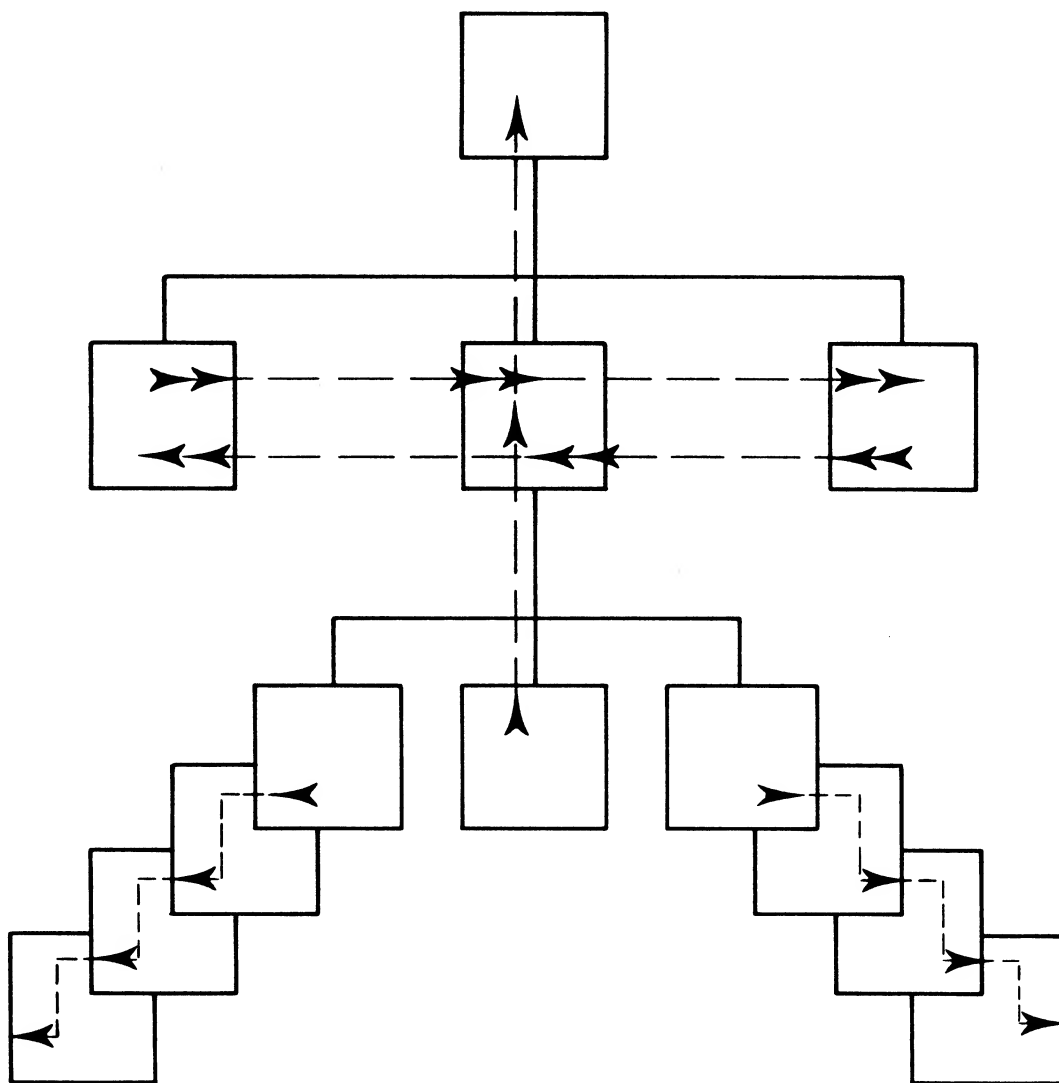
Redisplay a Page with a Quotation Mark (")

To redisplay a page that is not forming correctly or well, enter a quotation mark. This should help alleviate the problem.

Moving Around the Database with Sophisticated Commands

(Chart Follows)

**Moving Around the Database
with Sophisticated Commands**





Section 4. Compose Your Message with Edit Keys

When you write a message to someone on Gateway, whether it is meant for one of our electronic bulletin boards, another subscriber's electric mailbox, or as an answer to an advertisement on your screen, you generally use what we call edit commands.

You activate the edit commands by typing USE or EDIT within certain specific features. By using the edit commands, you can edit and manipulate the message you type. You can insert characters, delete others, move the cursor up and down, etc. Refer to the Keyboard Function section in Getting Started for the specific Gateway edit commands for your keyboard.

Section 5. Numbers in Brackets

Browsing through Gateway, you'll frequently run across numerals in brackets ([]), usually after a news headline or in an advertisement. When used after a headline, these numbers are similar to other index list choices; when you enter one, Gateway brings you to the story associated with that headline.

If the bracketed number is part of an advertisement, it's usually an 88. Enter 88 at these pages and you'll be taken to further information on that ad. When you are shown a 99--usually found (without brackets) in the ordering section of an advertiser's feature--if you key in that 99 you'll begin the process of ordering the merchandise you've been viewing.

Chapter Three

HOW TOS, TIPS, AND INSTRUCTIONS: GATEWAY'S SPECIAL FEATURES MADE EASY

Section 1. Introduction

One of the exciting things about videotex is that it allows you to interact with our huge database right from your home or office. You can ask our experts tough, specific questions; play games against your friends and the computer; dial up the exact stock price in which you're interested; or key in your home's location and see the titles, times, and prices of the movies playing near you.

Because some of these interactive Gateway services require a little more of your involvement, we've repeated their instructions here in written form for your ease of use. You'll find them organized according to the main index sections on our database. (For further, more direct information on these features, type the keyword INSTRUCTIONS on Gateway or the HELP [F1] key in a specific section.)

Section 2. Lifestyle

Using the Encyclopedia [ENCYCLOPEDIA or ENCY]

Our videotex version of Grolier's Academic American Encyclopedia is one of the most comprehensive and timely reference tools around. Containing background information on more than 28,500 topics, Grolier's encyclopedia is updated quarterly.

Students of all ages will find the encyclopedia easy to use. Found under the keyword ENCYCLOPEDIA (or on the Lifestyle index), it begins by asking you whether you

wish to make a keyword (K) or browse (B) search. A keyword search allows you to type the name of a specific topic. Gateway then takes you directly to that topic. (Often you'll be brought to an index or a series of indexes for your subject, since the encyclopedia is so broad in its coverage.) To do a keyword search, type K, then a space, then the word for which you're looking. For instance, if you want to see the entry on England's economy, type K, space, and the word England, and you'll land at the index for all entries on the word.

What if you want to browse through a particular alphabetic section of the encyclopedia? Simply type B, then a space, then a letter or letters. Gateway will take you on a browse search to entries beginning with your specified letter(s). For instance, if you type B, space, G, you'll be moved to the beginning of the G entries.

You can begin a keyword or browse search from anywhere in the encyclopedia listings.

Section 3. Entertainment

A. Dialing up TV Listings **[LISTINGS]**

Want to know what's playing tomorrow at 10 p.m.? Dying to see a Marlon Brando movie? Gateway's TV Listings [LISTINGS] feature will track down anything or anyone you want to see on television, without ever touching that dial.

TV Listings holds eight days of continuous television program logs, beginning with today's and ending with that of a week from today's. Most of the commands used in the TV Listings service are similar to those used throughout Gateway.

MORE (F8 or >) will take you to the next page of listings.

BROWSE (F7 or >>) will take you to the next day's listings.

Entering the number that appears in brackets ([1]) next to a particular program title will take you to more detailed program information for that listing.

Time and Day. You can go to the listings for any time of any of the eight days covered.

If you want to know what's scheduled on the tube for the current day, enter the time you want in hours and minutes (e.g. 10:30pm). You must use a colon (:) when typing hours and minutes. You must also use the abbreviation pm (without periods) for afternoon and evening times. You do not need to use am for morning times. When you want to check the programs for a day other than the current one, simply type the name of the day and then the time (i.e. SUNDAY 8:00pm).

Gateway's TV Listings program also understands the words TODAY and TOMORROW.

Specific Channels. You can see what's on a specific channel by entering C and the number or call letters of that channel. Gateway will take you to the channel's next listing. For example, enter C2. You'll be taken to the next listing of Channel Two. Enter CESPN. Off you'll go to the nearest ESPN listing ahead.

*See chapter one to learn the equivalent of NEXT and "enter" on your personal computer.

Find Your Favorites. You can use a FIND command to conduct a computer search through all of the listings for any program title, event, name, or any other keyword in which you're interested. For instance, enter FIND WILLIAM HURT and Gateway moves you to the next movie or program listing which includes the actor's name. And if you want to see other listings of handsome Mr. Hurt after the first, press the GOLD (F2) for a further search. (Be sure to be precise in your spelling and typing when using the FIND function; our computer searches for exactly what you write.)

Note. Gateway's TV Listings always moves forward through the program logs unless you tell it otherwise. To move backward in the logs, be sure to type a minus sign or hyphen (-) at the end of your title, name, keyword, etc. (i.e., FIND ANGELES -).

Two Types of Listings. It is probably obvious to you by now that there are two types or branches of TV Listings in this section.

1. The first is a general roster of programs appearing on all channels.

2. The second contains more detailed information about the programs contained in the roster. You reach this second part either by:

- A. Using the FIND function.

- B. Keying in the number in brackets that accompanies a particular program title.

In this second, more comprehensive section, you may use all of the available commands (FIND, C, or time wanted).

Not all programs have corresponding detailed listings.

The INDEX key (F6 or ^) will take you back to the roster of programs, and the BROWSE (F7 or >>) will take you to any other detailed program information for shows listed on the same page of the program roster.

B. Screening the Best with Movies Now Showing **[SHOWING]**

This handy feature is updated daily and continuously expanding. Find the films you and your family want to see by using our three main categories:

1. Movies by Title [TITLES]. Once within the Movies by Title category, enter the first letter of the title of the movie you wish to find. To browse through the list of movies currently showing, enter the letter A. You'll be shown a list of movie titles beginning with A. Use the BROWSE (F7 or >>) key to go to the B list of movies now showing, etc.

Once you've found the title of a movie in which you're interested, key in its number to see a list of all of the Orange County theaters (and their addresses and telephone numbers) currently screening your film. At this point, you can enter an R to see a review of the same film.

2. Movie Reviews [REVIEWS]. From the Movie Reviews opening page, enter the first letter of the movie title about which you wish to read. If you just want to browse through the reviews, enter an A. BROWSE (F7 or >>) will take you to the B list of movie titles, and so on.

3. Movies by Area [AREAS]. Simply follow the index choices down to the theaters in your selected area.

Section 4. The Mart

A. Ordering through Gateway**

Shopping in Gateway's Mart section is a favorite part of the system for many of our subscribers. And it's no wonder, since they save both time and money every time they use it. It's very simple; only two basic steps are involved in the actual process of ordering merchandise.

First, you select one or more items--it's like putting them into your electronic shopping basket. When you are finished shopping with a particular merchant, you must close the order by entering payment and delivery information.

Selecting an item. When you've found an item in The Mart that you want to buy, enter 99. At the bottom of your screen, various information blanks will appear, asking questions about things such as quantity and color. By entering your response, each blank will be filled in. When you have completed the form, if you want to make a change, enter M (for modify). Gateway will then let you revise your specifications. When you are satisfied with your form, enter a C (for confirm). Now you may either select other items from the same merchant, or you may choose to close your order.

****Ordering functions use what we call unprotected fields. Refer to Appendix A for translations of editing commands needed for such features.**

Closing your order. Any time that you want to close an order, you can do so simply by entering the word CLOSE. If you try to begin a new order with another merchant without closing with the previous one, Gateway will automatically take you to the Order Closing form. Also, while on a catalog page, you will be instructed to enter the number 11.

When you close an order from any of these steps, an order blank will appear on your screen, listing all of the items you have selected. At this point you can still modify sizes, quantity, color, etc., by entering M or you may delete an item all together. Just follow the prompts that appear at the bottom of the page. When you're sure that the order blank is just right, enter P (for proceed).

From here, you should answer the questions as they appear by entering the answers. Gateway will ask for your credit card number, its expiration date, and the delivery address you prefer. Often, you may be able to send a message along with your order to the merchant. For example, you might say, "If you are out of white ones, I would like a blue one." As you near the end of closing your order, you have one last chance to confirm (C) or cancel (X) it.

B. Purchasing Via Ticketron**

[TICKETS]

It's never been so easy to enjoy the incredible variety of events offered in Southern California. The Ticketron feature on Gateway will make your ticket purchasing a delight.

**The Ticketron feature uses what we call unprotected fields. Refer to Appendix A for translations of editing commands needed for such features.

Ordering Tickets. Index selections are organized by various kinds of events. Many of these categories also have their own keywords; check out CONCERT TICKETS, SPECIAL TICKETS, SPORTS TICKETS, and THEATER TICKETS. When you've found an event you wish to attend, simply go to its accompanying order form and type USE (just as if it were any other stationery).

Fill in all of the blanks on the two-page form, using the NEXT* key to move from one blank to the next. To get to the second page of the form, move your cursor to the bottom of the page using the NEXT key, and enter the word PAGE. Do not use the MORE (F8 or >) key to advance to the next page. When you have completed the form, enter the word REPLY. Your reservation will be sent to Ticketron.

Your Seats. Ticketron will process your order upon receipt. Orders will be filled with the best available seating at the time of processing. Your order will be confirmed within 24 hours of its placement via an electronic Gateway message from Ticketron; your confirmation will include your seat locations if the event has reserved seats.

Your Tickets. Ticketron may, at your discretion, send your tickets to your home address via the postal service or to the event's box office. (To pick up tickets at the box office, you will need to show the credit card you used to purchase them.)

Tickets for some attractions must be ordered 10 days prior to the performance; this qualification is noted on event pages on Gateway when applicable. Requests for tickets without the 10-day lead time for these events will not be filled.

No Refunds or Exchanges. There are no refunds or exchanges on Ticketron tickets, except in the occasion of a cancelled show. Under the latter circumstance, you will be notified how you may obtain your refund.

There is a \$2.50 per ticket nonrefundable service charge for most tickets ordered through Gateway.

Accuracy. You are encouraged to check your tickets for correct dates, times, and prices as soon as you receive them.

Questions. You can ask Ticketron for special assistance by calling (213) 642-5700 from 9 a.m. to 5 p.m. Monday through Friday.

Some events' tickets may not be available through Gateway, but may still be handled by Ticketron. These tickets may be purchased at your nearest Ticketron outlet.

Section 5. Your Desk

A. Introduction**

Communicating with other subscribers via videotex is one of the real highlights of using Gateway. When you bring Gateway into your home, you and every member of your family are given individual passwords. These secret words allow you, among other things, sole access to your Gateway electronic mailbox, stationery, electronic message files, personal calendar, etc.

As you introduce yourself on our videotex bulletin boards, you'll be amazed at the variety of new friends you'll meet. Many of our subscribers enjoy regularly

**Most features in Your Desk use what we call unprotected fields. Refer to Appendix A for translations of editing commands needed for such features.

"posting" or communicating on these boards; others begin to use the private videotex mailboxes of those friends they make. Using Your Desk on Gateway is really very simple; some basic instructions for its drawerfuls of features follow. (For further help on Your Desk, see How to Use Your Desk on Gateway, itself. Keyword: DESK.)

B. Your Mailbox and Files

[MAIL]

Every Gateway subscriber has a private area where messages are received and stored. This is where your videotex friends will direct their correspondence.

Wonder if you've received any messages? Just check the Mailbox and Files [MAIL] index choice in Your Desk. Your Mailbox [MAILBOX] notes how many messages you've received. (You're also told this on the Hello page when you log on.) Once you've read these messages, you can delete them or save them by moving them into your Files [FILES].

The Mailbox and Files page also tells you how many screens of mail or other information you've saved in your files. (You can save up to 30 screens.) When your mailbox or files are full, you can't receive any more messages! Because of this, we encourage you to clean out your mailbox and files now and then to leave room for new mail.

Writing Messages. Writing messages via Gateway's electronic mail is as easy as typing. Just select a piece of stationery from the stationery index [STATIONERY]. Then enter the word USE. When the computer has prepared the stationery for your message, your name will appear on the page and you're ready to write. (If you're near or beyond your quota of 30 screens, you may not be able to use a piece of stationery until you delete some of the messages already in your Mailbox or Files.)

If you want to skip the stationery selection step, you can enter the word WRITE and Gateway will give you a standardized stationery page already displaying your name and ID number. The WRITE command is helpful for fast messaging.

Whenever you see the command USE on the database, it means that you're on a messaging page and that messaging rules apply. When you type USE, you put several processes into motion. First, the stationery is copied to your Files. Next, your name and ID number are automatically inserted on the message.

To start a new line of text or to return to the left side of the page, press RETURN. If you run out of space and want to continue your letter on a second or third page, press the NEXT key until the cursor is in the bottom left corner of the screen. Enter the word PAGE to start a new page. Messages are limited to three pages. If you think that your message is taking longer than five minutes to write (or draw), press the enter key and then pick up where you left off.

Editing a Message. You can edit a message that you've written or stored previously by displaying the message, and entering the word EDIT. When the message reappears, the cursor will be flashing, and you can begin editing. (Edit commands are defined and described in Appendix A.)

Sending Your Message. When you complete your message, press the NEXT key until the cursor is in the bottom left corner of the page. Type the word SEND, a slash mark, and the ID number of the user to whom you want to send your message, e.g., SEND/T00008, then press the enter key. If your message was successfully sent, you will be told so on your screen. If it was not sent successfully, try the process again. Be sure that you are using a correct user I.D. when sending your message.

If you do not know the user's ID number, type:

1. SEND
2. a slash mark
3. an @ symbol
4. the receiver's last name (or its first letter or letters)
5. and press the enter key

Example: SEND/@Wilson (enter)

Gateway will then display that user's advertisement listing in the Subscriber Addresses Directory. Enter the number listed beside their name. The message you previously typed will automatically be sent to that person.

Posting Your Message to a Bulletin Board. To post a message to a Gateway bulletin board, press the NEXT key until the cursor is in the bottom left corner of the page. Enter POST, a slash mark, the name of the board, another slash mark, and your headline.

As an illustration, to post a message to Chat, enter POST/CHAT/WHERE'S A GOOD PLACE TO JOG? Again, if your message was sent successfully, Gateway will tell you so.

The Reply Function. REPLY is the command used when Gateway has preaddressed the stationery you're using. You'll use REPLY when writing to one of our columnists, advertisers, or staff members.

To reply, move your cursor to the bottom left corner of the message page by using the NEXT key. Type REPLY. Your message will be automatically sent; you will not be notified whether or not it was sent successfully.

Delete or move a message to your files. To delete a message, display the message and enter DEL. To move the message to your Files, display the message, enter MOVE.

Copy a Message. To copy a message, display it and enter the word COPY. The original message remains where it is, while a copy is placed in your files. Or, you can enter the word COPY, a slash mark, and the address of another subscriber. A copy of your message is then sent while the original stays in your mailbox.

C. Describe Yourself in the Subscriber Directory **[ADVERTISE]**

This alphabetic listing of all of our subscribers gives you more than just their user ID numbers. It offers each Gateway subscriber the opportunity to briefly describe him or herself. This is a great way to make new friends.

To write something about yourself in the directory, display your Mailbox. Enter the keyword ADVERTISE. When the directory list has appeared, enter an M (for modify). The cursor will appear in the description field, allowing you to begin. Use the RETURN key to move from line to line.

When you have completed your advertisement, enter it. You'll have the chance to review your entry once more; if satisfied, enter a YES. Your description will then be added to the directory. You can change the text of your description at a later time by repeating the same process. To remove your name from the directory, please call our customer service department.

D. Using Your Personal Calendar

[PERSONAL CALENDAR]

Record any personal or business dates you wish to remember, and Gateway will not only remind you of them, it will store and repeat them on a monthly or even yearly basis, if you'd like.

Use Personal Calendar's computer memory to quickly record both onetime and repeating appointments up to 13 months in advance. And if you are interested in reviewing the calendar configurations of years in the future, Personal Calendar will show you how months display as far ahead as 1990.

Whether you reach Personal Calendar through the Your Desk index [DESK] or by its own keyword [PERSONAL CALENDAR], you can see your appointments noted in familiar monthly form (with message days marked) and on broader, day pages, where you're allowed five lines for writing your reminder messages.

Moving to a Specific Day. To display a specific date's day page, enter the desired date numerically, i.e., 5 16 85. Additionally, you can display a consecutive day page from one you are viewing by pressing MORE (F8 or >). To see the next day with messages, type BROWSE (F7 or >>).

To display a specific month, enter its number and the last two numbers of its year. For example, to see December 1985, enter 12 85. To reach a month from the preceding month's page, type MORE (F8 or >) or BROWSE (F7 or >>). Pressing the INDEX key (F6 or ^) will take you from a day page to its month or from a month page to the Personal Calendar index. (In other words, you are moving from a specific category to a more general one.)

Recording Calendar Messages. When you display a day page, use the following commands to compose messages up to one line in length:

To create a message: Enter L (for line), a space, then type your reminder message. Example: L KATHY'S BIRTHDAY (enter). The message will be recorded for that particular day.

Repeat a monthly message: Enter an M (for month), a space, and then your message, i.e., M CAR PAYMENT (enter). This reminder will be recorded on that day in every month remaining in the year.

Repeat a yearly message: Enter the letter Y, a space, and your message, e.g., Y PAY TAXES (enter).

Change a message: Type the letter C (for a one-time message), M (for a monthly repeating message) or Y (for a yearly repeating message), and the line on which the reminder message was written, whether the first, second, third, fourth, and/or fifth (1, 2, 3, 4, 5). Then enter a space and the replacement message.

If you're changing a monthly or yearly repeating message, you'll be asked if you want to change all of the messages to come or only the current month's or year's.

Delete a message: Display the day page which lists the message you want to change. Enter the letter D (for delete) and the line number on which the message appears.

E. Gateway's Messaging Commands

<u>Keyword</u>	<u>Destination or Result</u>
MAIL	Your Mailbox and Files index page.
MAILBOX or READ	Your Mailbox message index.
FILES	Your Files.
STATIONERY	Index of Gateway stationery.
USE	Prepares stationery for your message.
DEL	Deletes a message in your Mailbox or Files or one you posted on a bulletin board.
POST	Puts a message on a Gateway bulletin board.

SEND	Sends a message to a subscriber's mailbox.
USERS	List of Gateway subscribers' user ID numbers.
MOVE	Moves a message from your Mailbox to your Files.
COPY	Copies a message to a specified destination.
EDIT	Edits a message that's already composed.
ADVERTISE	Adds descriptive information about you to the Gateway users address directory.
REPLY	Sends a preaddressed message.
WRITE	Prepares standard stationery for a message.

Section 6. Banking and Investing

A. Videotex Banking Saves You Time and Effort** [BANKING]

Banking by Gateway Videotex can revolutionize your banking tasks. Now, just by accessing our Banking and Investing feature, you can do much of your financial business from the privacy, comfort, and convenience of your own home.

Using the banking services on Gateway, you can transfer funds between your accounts, pay bills electronically, and check on account balances. You can even schedule bill payments up to 90 days in advance. That means that you can take care of three months worth of bills in one short session on your keyboard. And you can say good-bye to addressing, stamping, and mailing a pile of checks every week or so.

Gateway hopes to offer a number of participating banks and savings and loan associations in our videotex feature in the near future. Watch which we add; yours may be among them.

Security Pacific Video HomeBanking

Security Pacific Video HomeBanking offers the first of these terrific, time-saving services. You can obtain a Security Pacific checking or savings account or request a Video HomeBanking application by visiting or calling any of the following SPB offices. You will receive full instructions when you obtain your SPB account(s).

**Banking uses what we call unprotected fields. Refer to Appendix A for translations of editing commands needed for such features.

Brookhurst & Adams
(714) 968-4411

Brookhurst & Chapman
(714) 558-2167

City Centre
(714) 558-2185

East Anaheim
(714) 528-0040

Huntington Harbour
(714) 846-1341

Irvine
(714) 759-4105

Laguna Beach
(714) 759-4105

Mission Viejo
(714) 586-6000

Walnut Village
(714) 551-1100

B. Stocks Keeps Tabs on the Exchanges**

[STOCKS]

Our Stocks feature records daily final transactions as well as the trading period's most active stocks on the New York, American, and Over-the-Counter exchanges, as reported by the Associated Press Digital Stocks Wire.

The Most Active Stocks feature is organized by alphabetical listings within exchanges. To view a most active stock, one selects its appropriate index choice and then presses the BROWSE (F7) key to move forward in its listing. For instance, if you chose the index selection New York Stock Exchange Most Active Prices A-C, you'd be taken to a list of NYSE stocks traded actively that day, beginning with stocks with name abbreviations that start with the letter A.

**The Stocks functions use what we call unprotected fields. Refer to Appendix A for translations of editing commands needed for such features.

The Complete Closing Prices feature is designed to let you use our computers to search for the stocks in which you're interested. You can do this in several ways.

1. Scroll through the lists.

After selecting the Complete Closing Prices index choice, you are offered a choice of the three exchanges. By selecting one of them, you are brought to the alphabetical beginning of that exchange. For instance, if you choose the New York Stock Exchange, you'll be taken to a list of the closing prices of NYSE stocks traded that day, beginning with stocks with name abbreviations that start with the letter A.

2. Key in a name abbreviation.

A fast method of locating a particular stock is to go to Complete Closing Prices, select a stock exchange, and once viewing that exchange, type in the first letter or letters of the Associated Press abbreviation of your stock's name. (It usually begins with the same letter with which your stock's name begins.

As an example, select the American Stock Exchange. Once viewing the first page of the listings, key in all or part of Jet America's abbreviation JetAm, and Gateway will whisk you right to its listing. If you remember only the letter J, you will be taken to the beginning of the J section.

3. Key in a ticker symbol.

If you know the ticker symbol for a particular stock, you can use it to directly locate the stock's prices. Select a stock exchange in Closing Prices and enter* a period (.) followed by your stock's symbol or symbol

*See chapter one for a definition of NEXT and "enter" on your personal computer.

abbreviation. Off you'll go to its listing.

An example? Choose the Over-the-Counter Exchange and type a period followed by the ticker symbol AAPL. You'll have arrived at the listing for Apple Computer.

4. Move from within a listing.

After you've viewed a stock's prices, you don't have to go back to the index to select another stock. Just type the first letter or letters of its abbreviation/symbol from within the listing. Gateway will move you on to your next selection.

Chart Organization. Once viewing our exchange charts, you can move through them by using the following commands:

MORE (F8)	to reach the next page
BACK (F4)	to reach the previous page
BROWSE (F7)	to reach the next alphabetic division
BACK, BACK (F7, F7)	to reach the previous alphabetic division

Notes.

*To learn the name abbreviation or ticker symbol of a stock, find it in its Gateway listing. (Most abbreviations begin with the same letter as the stock's name. To start you on your search, you can also find its full name and Associated Press abbreviation in your local newspaper.) It will appear on Gateway as follows:

Stock Name Abbreviation/Ticker Symbol

E.g., DOWJN/DJ

*If a stock is not traded during a particular day, it will not appear on our lists.

*If, in the process of searching for a stock you know is listed, you are told SYMBOL NOT CURRENT, your stock may be caught up in a transmission lag. Try it again after a few minutes. If you still cannot locate it, there may be a problem in the transmission itself. We recommend that you check back the following day.

C. Personal Stock Portfolio Tracks Your Stocks** **[PORTFOLIO]**

Personal Stock Portfolio allows you to track the activity over a period of time of up to 10 stocks of special interest to you. Unlike our Stocks section, which offers the complete contents of three exchanges, Personal Portfolio focuses on the selected stocks you choose to list.

Personal Portfolio is divided into three parts:

1. Set Up or Change Your Portfolio helps you establish or revise the stocks that you want to watch.
2. Examine Your Portfolio lets you track their current and past movement.
3. The Activity Graph displays a quick charting of your stocks' percentage of loss or gain.

**The Personal Stock Portfolio feature uses what we call unprotected fields. Refer to Appendix A for translations of editing commands needed for such features.

1. Set up or change your portfolio. You'll notice on the blank Personal Portfolio form that there is a series of numbers from one to ten. These are slots for the stocks you want to track.

When Gateway asks you to ENTER THE #, the EXCHANGE, and the SYMBOL, you need to select:

- A. A Personal Portfolio number from one to ten.
- B. One of the three exchanges we track, i.e., the New York Stock Exchange (use their symbol, NYSE), the American Stock Exchange (their symbol is AMEX), or the Over-the-Counter Exchange (OTC).
- C. Your stock's ticker symbol. Ticker symbols are the abbreviations shown after the slash mark (/) on the stock exchange listings.

For example, enter 1 NYSE DJ to place the New York Stock Exchange's Dow Jones share in the first position on your portfolio list.

ADDING A STOCK DIRECTLY FROM AN EXCHANGE. To add a stock to your Personal Portfolio while viewing current exchange prices, enter the word ADD, a space, and the stock's ticker symbol. (For instance, entering ADD DJ from the NYSE section can list the NYSE Dow Jones in an empty spot in your portfolio.)

Gateway will then ask you if you want to record the date and price at which you bought the stock with the query SAVE BOUGHT DATE AND BID PRICE [Y/N]. Enter a Y (for YES). Then, enter the requested information in the form that appears.

DATE: 28-SEP (numeral/hyphen/
three-letter month abbreviation)
PRICE: 16 5/32 (numerals in fractions)

(Both date and price should already appear somewhere on your screen in this format.) When your stock has been listed in your portfolio, you'll see the message STOCK ADDED SUCCESSFULLY.

DELETE A STOCK. To delete a stock from your list without replacing it, stay in the Set Up Or Change Your Portfolio section. Enter the stock's list number. It will be automatically deleted.

To illustrate, enter the numeral one at the prompt ENTER # EXCHANGE SYMBOL. The stock in the first position on your list will be deleted. Nothing else on your list will change or move.

2. Examine your portfolio. Check this section for the most current data on each of your stocks. If you recorded that you purchased a stock, its purchase price is always displayed along with its current price. If you did not indicate that your stock was purchased, Gateway displays its current market price with its price the last time you checked it.

STOCK SPLITS. If your stock splits, Personal Portfolio won't accurately reflect the resulting change in purchase price per share unless you enter the new data.

3. Graph of your portfolio's activity. The Activity Graph reflects the data reported in Examine Your Portfolio in a bar chart showing percentages of gain or loss at a glance.

It offers a quick assessment of changes in your investment. If there's been no change in the stock price, you'll see the symbol N/C.

D. Calculators Figure Your Finances**

[CALCULATORS]

Gateway offers you videotex calculators that will figure everything from nominal interest to depreciation rates. They are extremely simple to use and often build on one another. For instance, you would use the results figured in the Present Value Calculator as data for the Future Value Calculator.

The primary interaction required in all Gateway calculators is simply that of filling in the blanks. To do so, follow the flashing cursor by entering your response to go to the subsequent blank. Gateway will automatically calculate the final figure(s).

Current Gateway calculators include:

1. Stock Calculator
2. Interest Rates and Deposits Calculators
 - a. Interest Rate Compounded
 - b. Nominal and Effective Rate
 - c. Simple Interest
 - d. Present Value
 - e. Future Value
 - f. Future Value of Regular Deposits
 - g. Regular Deposits for Future Value
3. IRAs, T-Bills, and Investment Calculators
 - a. IRA Chart
 - b. Internal Rate of Return
 - c. Depreciation Rate
 - d. Depreciation Amount
 - e. Treasury Bill Current Value
 - f. To Lease or to Buy

**Calculators use unprotected fields. Refer to Appendix A for translations of editing commands needed for such features.)

4. Fixed Rate Loan Calculators
- a. Loan Payment
 - b. Remaining Balance
 - c. Amortization Schedule

Stock Calculator

This calculator lets you compare the purchase price of a stock with its current closing price, both in dollar amounts and percentage of loss or gain.

To use Stock Calculator, go to its section in the Stocks section [STOCKS or STOCK CALCULATOR]. At the prompts, enter the symbol of the exchange in which you're interested (NYSE, AMEX, or OTC), your stock's ticker symbol, the number of shares purchased, and the purchase price. Type the price in either fractional or decimal forms, i.e., 32 5/16 or 32.31. You'll see a comparison of the current closing stock price with your purchase price.

To calculate another stock, enter a Y (for YES) when you see the message CALCULATE AGAIN?

Other Calculators

See Gateway itself for specific instructions on using the rest of the calculators.

Section 7. System-wide Instructions

A. Changing Your Password [PASSWORD]

Because you need to keep your personal password a secret, you may wish to change it now and then. It's a very simple process. Go to the Password Change section via the keyword PASSWORD or by selecting Using Special Features from the Using Gateway [INSTRUCTIONS] section.

You are asked to type first your current password and then the new password which you want to use. Gateway asks you to repeat your revised word to make sure that you haven't made an error. And that's all there is to it!

B. Marking Your Place** [MARK or BACK]

Gateway's Bookmark feature lets you mark a specific screen for later reference--kind of like bending the corner of the videotex page. At the page you want to return, enter MARK. At this point, you'll see the Bookmark message. Press the GOLD key and continue with your session.

When you want to return to the page you bookmarked, enter the word BACK. If you mark more than one page per session, BACK returns you to the most recent bookmark. You can go back to that page as often as you like, even from session to session.

****These functions use what are called unprotected fields. Refer to Appendix A for translations of editing commands needed for such features.**

C. Telling the Time**

[TIME]

Whenever you'd like to see the current Pacific time and date, Gateway will be happy to tell you. Just enter the keyword TIME--from anywhere in the database--and there you go. Time and date at your decree.

Chapter Four

TROUBLESHOOTING AND ERROR MESSAGES

Occasionally we all run into problems in using Gateway. Sometimes these snags are relatively common and sometimes they are quite unusual. If you've hit a stumbling block in operating the system, try some of the following solutions.

Problem: A keyword is typed in, but instead of taking you to its respective feature, it results in the response PAGE NOT FOUND.

Solution: Not all keywords work from every point within the database. For example, keywords are ineffective from a messaging section, such as a bulletin board, or from the middle of a calculator. It sometimes helps to go to the main index (F5) and try the keyword from there. Or perhaps the user typed the keyword incorrectly; he or she may want to try it again.

Problem: An index item or keyword is typed in and gets the response on the order of THIS FEATURE IS BUSY NOW--PLEASE TRY AGAIN LATER.

Solution: Sometimes our most popular features become swamped with users accessing them at the same time. They should be accessible within a few minutes.

Problem: An index item or keyword is typed in and receives the response USER NOT AUTHORIZED.

Solution: It may be that this particular user's I.D. does not allow access to that page or application.

Problem: When the BROWSE key (F7 or >>) is used, it sometimes brings the user to an index page, but at other times to a content page.

Solution: BROWSE finds the next item listed in an index, whether that item is more content or another index. When a user is on the last feature in an index, pressing BROWSE takes him or her back up to that index.

Problem: BROWSE (F7) or another function key is pressed, and the statement COMMAND NOT PERMITTED AT THIS POINT appears.

Solution: If a page is reached by direct access (i.e., via a keyword), Gateway has no point of reference to move across to another index choice, which is what one is asking it to do by pressing BROWSE. Instead, one should press the INDEX key to reach an index. Gateway can then identify the section in which the user is moving.

Additionally, certain function keys do not work after a keyword has been used to move through the database. One should return to the main index (F5) or Hello page (F2) and go to the desired subject from there.

Problem: Only a portion of a page appears on the screen.

Solution: Complete display data has not been received. To redisplay any page, type in a quotation mark (") and press your PC's ENTER key.* If the page is still not displaying completely, one should go to the Hello page (HELLO or F2) and try again by using the BACK (F4 or <) key.

*See chapter one for a translation of NEXT and ENTER on your personal computer.

If you've tried these electronic remedies and are still having problems, feel free to call our customer service department for further assistance.

Gateway Customer Service: (714) 540-2733

APPENDIX A. VTX64 EDITING FUNCTIONS

There are a number of editing functions that you can use when in unprotected fields. These are the functions that will help you to write a message or order a product.

Move the cursor within a field. The two CRSR keys in the lower right-hand corner of the keyboard may be used to move the cursor up, down, right, or left within an unprotected field.

Delete a character. The DEL key in the upper right-hand corner of the keyboard may be used to delete the last character entered within an unprotected field.

Move the cursor to the next field. The ← key in the upper lefthand corner of the keyboard may be used to move the cursor to the beginning of the next unprotected field on the screen.

Move the cursor to the next line. While holding down the SHIFT key, the RETURN key may be used to move the cursor to the beginning of the next line within an unprotected field.

Send data back to the host computer. The RETURN key may be used to send the data in all unprotected fields on the screen back to the host computer.

